ORIGINAL

EX PARTE OR ATE FILES

verizon

Dee May
Executive Director
Federal Regulatory

January 31, 2001

JAN 31 2001

1300 I Street N.W., Floor 400W Washington, DC 20005

Phone 202.336.7824 Fax 202.336.7922 dolores.a.may@verizon.com

Ex Parte

Ms. Magalie Roman Salas Secretary Federal Communications Commission 445 12th St., S.W. – Portals Washington, DC 20554

> RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 01-9

Dear Ms. Salas:

Yesterday, J. Mulieri, K. Zacharia, B. Abesamis, J. Canny, M. Davis and D. May of Verizon met with B. Childers, D. Shiman, C. Libertelli, K. Farroba, J. McKee, P. Goyal, J. Veach, D. Kwiakoski and E. Einhorn to review the above application. The redacted material discussed is enclosed. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-106.

Sincerely,

Dee May 1887 Enclosures

CC:

B. Childers

E. Einhorn

D. Shiman

C. Libertelli

K. Farroba

I. McKee

P. Goyal

I. Veach

D. Kwiakoski

S. Pie

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Carrier to Carrier Performence Standards and Reports Vertzon Massachusetts September 2000

UNE CLEC Aggregate Performance

	UNE CLEC Aggregate Performance				
	a		Actual Performance		
Metric #	PO-1 - Response Time OSS Ordering Interface	Standard	Y: CLEC	Difference	Chearvaheas
PO-1-06 PO-1-06	PO-1 - Prospense Time OSS Ordering Interface Feelity Auditability (Losp Qualifordier) - EDI Feelity Auditability (Losp Qualifordier) - COPEA.	Party plus 1 & Santrais Party plus 1 & Santrais	3 45 2.76 3 45 2.10	-5 69 1 35	
PO-8-01	POF - Manuel Leap Qualification Portuge Response Time - Manuel Leap Qualification (Average Response Time - Engineering Record Response	# #	- <u>18</u>	ļ	
PO-6-02		95% april 72 maura		L	
		i	CLEC	- Charlestone	
	OR-1 - Order Conferences - Timeliness				
OR-1-01 OR-1-02	Average Local Service Request Confirmation (LSPC) Time (Flow-Timeugh) 16 Cm Time LSPC - Flow Through	Mile when 2 May 1	98.60	9996	
OR-1-03 OR-1-04	Average LBRC Time < 10 Lines 16 On Time LBRC < 10 Lines	*****	8.40 97.35	10963	
OR-1-05 OR-1-06	Assenge LBRC Time >= 10 Lines 14 Cn Time LBRC >= 16 Lines	60 mars 77 Hours	19 00	344	
		•			
OR-2-01	OR 2 - Reject Trimefrees Average Lean Bervios Registet (LSR) Reject - Time (Plant-Trimegh) 14 Cn Time LSR Reject - Plant Through	# m = 1 mm	0.04	10(81.3 - \$11.02.01)	
OR-2-02 OR-2-03	Average LSR Reject Tone < 10 Lines		99.70 9.52 95.76	1673 646200 0000 0000 2468	
OR-2-04 OR-2-05	Average LBR Releast Time 4 10 Lines 14 Cm Time LBR Rejest 4 10 Lines Average LBR Releast Time 7 to Lines 54 Cm Time LBR Reject 7 to Lines	Mills output 24 Hours	17.27	A CONTRACTOR OF THE CHA	
OR-2-06	% On Time LSM Reject >= 19 Lines	10% was 12 mars	57.51	144	
	THE CONTROL OF COURT OF STREET				
			CLEC	Observement	
QR-1-83	QR-1 - Order Confirmation Filmdrone Average LBRC Time < 16 Lines		17.8	en er diger kanige.	
OR-1-04 OR-1-05	% Co. Year LERC & 18 Lines (Bostonic)	SS/S, valley, 77 Hours	98.75	961 (1988) (1988) (1988)	
OR 1-06	Assessed LIFIC Time 1- 10 Lines 16 On Time LIFIC 1- 10 Lines	17 - 100 - 77 - 100 -	<u> </u>		
~~	OR-2 - Paject Threshoos Assesso LER Reject Time 4 18 Lines	•	17,80	्रिक्र कार्यम् (स्ति	
OR-2-01 OR-2-04	i N.Co. Year LSR Rebot < 10 Lines	20 mm	99.80	750	
OR-2-05 OR-2-06	Accessor LSR Reject Time >= 10 Lines 16 On Time LSR Reject >= 10 Lines	90% william 77 House	\	e Kild II v Kriggi	
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<u>.</u>	Authord Portermanus Vz. GLEC Appropris	Marabar ad Ci	As Command Standard Sampling Tours
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PR-1-01 PR-1-02	As, brannel Offered - Yold No Chapelish As, brannel Offered - Total Chapelish	Paylog and Redail Paylog and Redail	8.56 0.40	7464	641 3.40 0.14 -7.76 976 4.06 0.19 0.23
					
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PR-2-02 PR-2-13	Ay, Internal Completed - Total (Migrath) Ay Internal Completed of C.2 Total & States (Mathew)	-	11 44 8.76 UD UO	442	646 5.59 6.49 1.53
PR.2-16 PR.2-15	As Interval Completed (CE)-2 Test Test?)	-	UO -		
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PR.3 10	PR-1 - Completed withtin If Days R. Completed in 8 Days (1-5 Lines - Total)	~~~ ~ ~ ~ ~	45.54 42.84	13433	909 1 382 1.63 2.14
PR-4-02 PR-4-03	PR-4 - Missed Appelements Foreign Delay Depo - Yeld 16. Missed Appelement - Customer 16. Missed Appelement - Customer	Perty with Reday Name Analysis (198)	12 82 15.42 1 43 8.70	254 25192144 U.S.	7.48 0.55 1.55 3.44 0.05 20 24 0.51 1.51 1.52 1.52 1.52 1.53 1.53 1.53 1.53 1.53 1.53 1.53 1.53
PR-4-04	15. Married American and a Ventical a Classical American and American	Party with Sales	7 15 12.76	642	The second secon
PR 4-05 PR 4-08	15. Mineral Approximent — Verlann — No Clapensh 15. Mineral Appt. — Guessener — Lein Creter Conf.	Paydy and Redail Septe Analysis Cont	0.14	7177	780 0.52 4.80 244 39 39 31 31 31
PR-4-14 PR-4-15	To Completed On Time - Complex (CD-2 Test & Social Number) To Completed On Time - Complex (CD-2 Test Total)	100 or 1mg .	60.70		174
PR-4-16 PR-4-17	W. Mitseed (Vijf Continues - Latin Critic Core; To Companied Cir. Theo - Companie (CD-2 Teel & Bordel Hamber) To Companied Cir. Theo - Companie (CD-2 Teel & Bordel Hamber) To Companied Cir. Theo - Companie (No. CD-2 Teel & Bordel Hamber) To Companied Cir. Theo - Companie (No. CD-2 Teel & Bordel Hamber) To Companied Cir. Theo - Companie (No. CD-2 Teel & Bordel Hamber) To Companied Cir. Theo - Companie (No. CD-2 Teel & Bordel Trynolobel)	#\ c ! ~			
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	FR-6 - Facility Messed Crafters		0 C7 0.86	3015	2844 122 0 08 1 14.22
PR-0-01 PR-3-02	N. Minut Aparthonic - Verlan Fadilities 35 Crous Held for Padilities > 19 Days		0 CZ 0.17	#H9	2945 (0.0) -1.92
PR 5-03	15 Orders Hold for Position > 60 Days		0 62 0.60	9615	2946 (12) 0.03 0.44
PR-8-01	First - installation Quality (S. main! Yandala Bassand within 16 form		182 54	7715	3014
PR 4-03	FR4 - Installation Quality % install - Freehing Reported within 30 Days % install - Freehing Reported within 30 Days - POLYTOXCES	Party with Bulley	135 6 80	7715	3614 B 626 -2636
			Ashad Performance	Number of O	Married Committee
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MR 2-02	ASP-2 - Trauble Report Rate National Trauble Report Rate - Loop National Trauble Report Rate - Control Office 91 CPR/TOMPOK Trauble Report Rate	Punty with Resert	127 224	26464	14003 1144031 0,14 3,38
MR-2-03 MR-2-05	Hobsert: Trouble Papert Rate - Control Office % CPE/TOM/FOX Trouble Report Rate	Party with Robel Name Analysis City	133	36464 36484	14003 14003
					14003 2006,420 0,16 -10.02
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MR-3-04 MR-3-05	% Missed Papel Appelebrard - No Desdie Dispelah % Missed Papel Appelebrard - Desdie Dispelah	Name Analysis City Name Analysis City	15.70 8.60	468	515 725 142 313 344 759
	650-4 - Trouble Duration Internals				
MR-4-01 MR-4-02	Itaaa Time Va Maasir - Yatsi	Party with Rates Party with Rates	24 22 32 16 26 23 34 72)68 468	477 22-15 38 579
MR4-C3 MR4-C8	Meson Time To Pappar - Loup Trouble Mason Time To Respect - Control Office Trouble % Out of Service > 24 House	County with States	14 73 19 72	100	313 22 80 1 66 7 50 164 15 87 1 99 -2 51
MR-4-09 MR-4-10	Mean Time To Report - No Coulde Clepenth Mean Time To Report - Ought Clepenth	Party with Rates Party with Rates	9973 49.23 8032 22.23 44.34 49.63	426 458 93	226 HERTHER 4 DT -237 288 22 15 167 -115
		Party with Rasas	44 54 48 65	95	268 2215 (67 115 162 2148 272 134
MR 5-01	884-5 - Repeat Trouble Reports V. Repeat Reports willish 30 Days	Party with Rabai	271 1929	568	477 HRIUSHII 26C 131
			17.07		-11 ZHARRARIII 200 131
	Control of the Contro				
NP 2-03	AM-2 - Codec atten Performance - New Average Interval - Physical Collegion	76 Days	- NO	r	The Control of the Co
MP-2-05 NP 2-07	% On Time - Physical Coloration Average Deby Days - Physical Coloration	93% on brig See Guesterge	43.33	Ě	12
			16 \$0		
NP-2-05 NP-2-07	AR-2 - Collection Parlamente - Augment V. Ch. Time - Physical Collection	95% on bine	48.28	_	
······································	Average Datey Days Physical Collegeon	See Guidebres	14.44	t	<u> </u>

Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts October 2000 **UNE CLEC Aggregate Performance** CLEC 472 191 PO-1-06 PO-1-06 Perty plus + 4 Securits Party plus + 4 Securits - Manual Long Qualification ps Puspanne Trini - Manual Long Qualification ps Puspanya Trino - Bashneying Report Puspasi PO-8-01 PO-8-02 \$500 miles 40 Hours \$500 miles 77 Hours CLEC N-1 - Order Continuațion Timotinea norma Lecă Service Regiest Centrul 6 On Timo LERC - Piem' Jiovețh norma LERC Timo +10 Lines 6 On Timo LERC Timo > 10 Lines norma LERC Timo >= 10 Lines 6 On Timo LERC Timo >= 10 Lines OR-2 - Reject Transferous
Assempt Local Service Respons (LSR) Reject - Time (Prov-Through)
Non Time LSR Reject - Prior Through
Assempt LSR Reject Rese + 10 Linus
16 On Time LSR Reject = 16 Linus
Assempt LSR Reject = 16 Linus
15 On Time LSR Reject >= 10 Linus
15 On Time LSR Reject >= 10 Linus 3194 great and the conservations are appropriate CLEC Off-1 - Order Confirmation Threshous
Autropa LBRC Time 4 18 Lines
15 On Stans LBRC 4 19 Lines (Shedroric)
Autropa LBRC Time = 10 Lines
25 On Time LBRC == 19 Lines 607 of df. Standard Sumpling Z-Score Deviation Error AP CLEC CLES Assess ٧z 6.86 -14.84 0.86 -11.86 1144 PR-141 PR-142 띪 1126 PRIZ-81 PRIZ-82 PRIZ-13 PRIZ-15 PRIZ-15 PRIZ-17 (A) Company with X Days

[A] Company of B Days [1-5] Loop 1 (44) 82 31 9536 **44.3** 10 64.81 972 1.26 -13.78 M442 M443 M444 M446 M414 M414 M417 M411 107 2.41 4.91 Party with Redd learn Andysis (Imp. Party with Redd Party with Redd learn Andysis (Imp. 60% on Tim. 60% on Tim. 60% on Tim. 60% on Tim. n - Cus Appendment - Velant - Dispute Appendment - Velant - No Dis 3.13 8.83 and Agentational — Validam — The Dispatch and Agent — California — Labo Debro Card.

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t of Service > 34 losses
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Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts November 2000

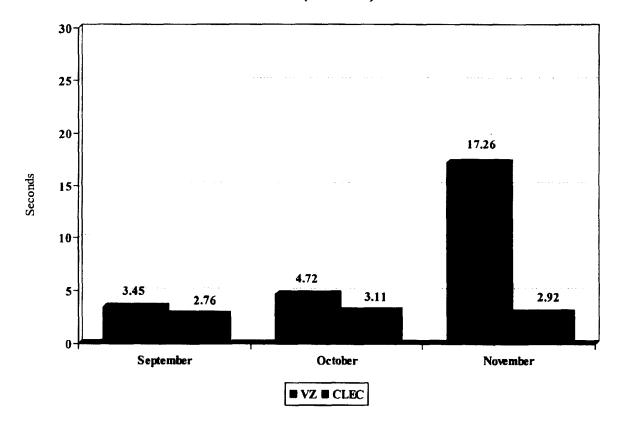
UNE CLEC Aggregate Performance Committee of the commit PO-1 - Response Time OSS Ordering Interfect Facility Architelity (Losp Qualifoster) - EDI Facility Architelity (Losp Qualifoster) - CORBA PO-1-06 PO-1-06 -14.34 -15.30 PO-8 - Manual Loop Qualification
[Average Response Time - Manual Loop Qualification
[Average Response Time - Engineering Record Region PO-8-01 PO-8-02 CLEC Order Confirmation Timediness to Local Service Request Confirmation (LBRC) Time (Flow-Tr INCLUMENTAL PROPERTY. Average Lead Berket Proposit 9. Co Time LERC - Flow Trying! Average LERC Time < 16 Lines 9. Co Time LERC < 16 Lines Average LERC Time → 19 Lines 14. On Time LERC → 18 Lines 11541 Time LBR Reject — Peer Times, go LBR Reject Time < 10 Lines Time LBR Reject < 10 Lines go LBR Reject Time → 10 Line Time LBR Reject ™ 10 Line Time LBR Reject → 10 Line 1930 of Burn 3972 255(725 - 1515) (616) 131 735 31 31 35 25 44 CLEC Order Confirmation Time pe LUNC Time < 10 Lines Time LUNC < 10 Lines (file pe LUNC Time ≈ 10 Lines Time LUNC >= 10 Lines 1973 CAL 2 - Reject Threatings Average LER Reject Time < 10 Unit 10 Time LER Reject < 10 Unit (Average LER Reject < 110 Unit 15 On Time LER Reject >= 10 Unit 15 On Time LER Reject >= 10 Unit AF CLEC - Average Completed Interval nerval Completed — Total No Dispetith interval Completed — Total Dispetith interval Completed — Total Dispetith interval Completed (DC-2 Total & Bariel Humber) interval Completed (DC-2 Total & Serial Humber) interval Completed (No DC-2 Total & Serial Humber interval Completed (No DC-2 Total & Serial Humber interval Completed (No DC-2 Total & No SEC) Pro-所·2-01 所·2-62 所·2-13 何·2-14 所·2-15 所·2-16 3.48 7.16 0.47 847 PALJ - Completed within X Days

N. Completed in S. Days (1-5 Lines - Total) PR 3 16 87.83 **63.4**1 675 131 -18.68 Party was 1/2 Result 21.03 4.99 I Appendiment — Comminer
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N bushit, Treation Reported within 30 Days - POK/TOK/CPE FR 4-01 TO BE THE BETTER WERE DESCRIBED TO THE BEST OF THE BES CLEC Ass AN CLECK MR-2 - Treades Report Rate
| Missell Treade Report Rate - Loop
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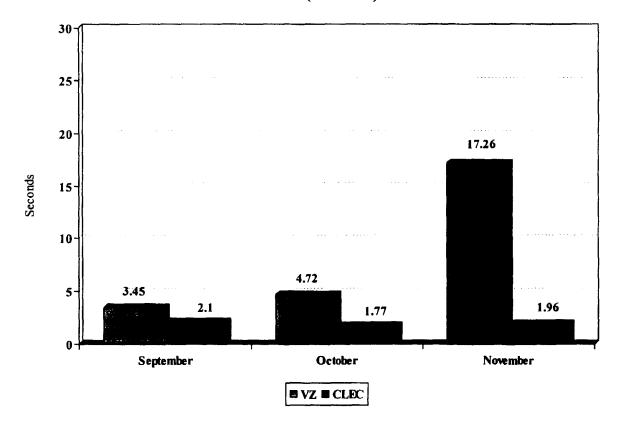
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RESPONSE TIME TO MECHANIZED LOOP QUAL REQUESTS (EDI) (PO-1-06)

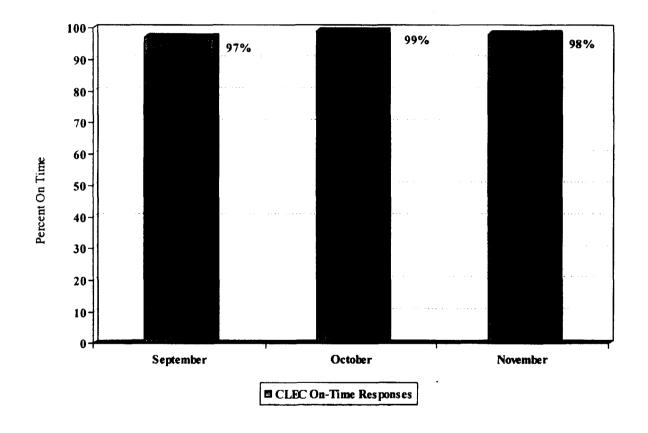




RESPONSE TIME TO MECHANIZED LOOP QUAL REQUESTS (CORBA) (PO-1-06)



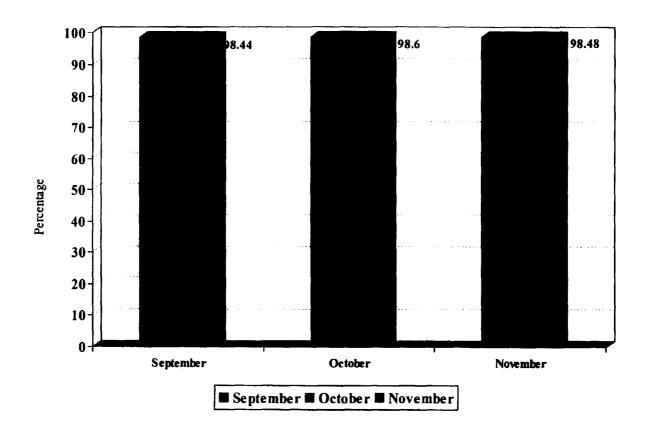
MANUAL LOOP QUALIFICATION RESPONSE TIMES COMPLETED W/IN 48 HOURS



MANUAL LOOP QUALIFICATION RESPONSE TIMES

Measure	Schlemer	October	
# Of Requests	1307	1252	1177
# Completed < 48 Hrs.	1262	1234	1158
% On Time	<u>97</u>	<u>99</u>	<u>98</u>

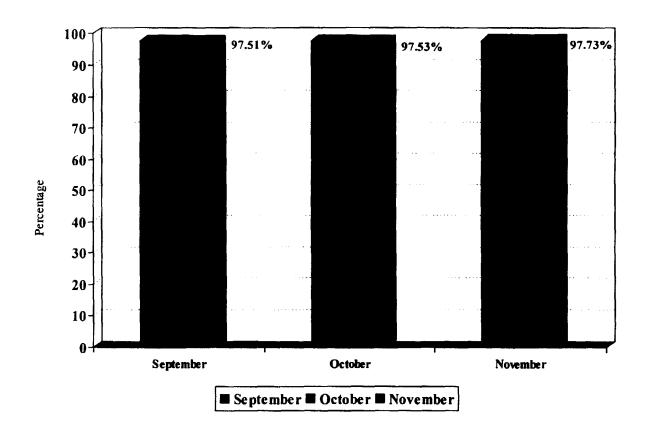
DSL ORDERING TIMELINESS (CONFIRMATIONS)



DSL ORDERING TIMELINESS (Confirmations)

	Tanana (Cana)		
2 WR DSL: OR-1-04 % On Time LSRC < 10 Lines (Electronic)	98.75	98.67	99.25
Loop/Pre-Qualified Complex/LNP: OR-1-02 % On Time LSRC – Flow Through	99.68	99.82	99.48
Loop/Pre-Qualified Complex/LNP: OR-1-04 % On Time LSRC < 10 Lines	97.35	97.35	97.27
Loop/Pre-Qualified Complex/LNP: OR-1-06 % On Time LSRC >=10 Lines	96.9	99.73	100
Weighted Average	<u>98.44</u>	98.60	<u>98.48</u>

DSL ORDERING TIMELINESS (REJECTS)

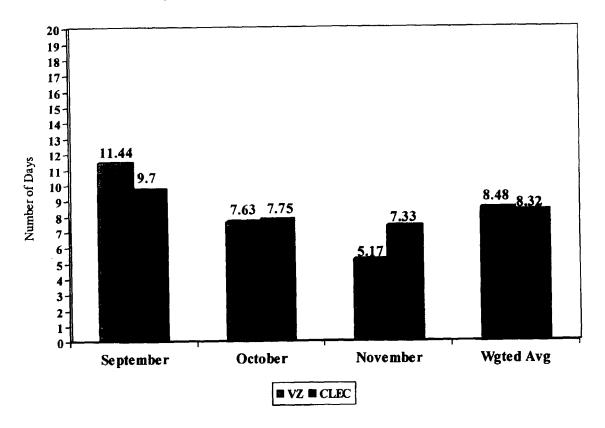


DSL ORDERING TIMELINESS (Rejects)

Messue 12 421		The state of	
2 WR DSL: OR-2-04 % On Time LSRC Reject < 10 Lines	98.80	98.92	99.38
Loop/Pre-Qualified Complex/LNP: OR-2-02 % On Time LSRC Reject – Flow Through	99.70	99.93	99.53
Loop/Pre-Qualified Complex/LNP: OR-2-04 % On Time LSRC Reject < 10 Lines	95.76	95.92	96.15
Loop/Pre-Qualified Complex/LNP: OR-2-06 % On Time LSRC Reject >=10 Lines	97.91	98.69	100
Weighted Average	<u>97.51</u>	97.53	<u>97.73</u>

DSL INTERVAL COMPLETED

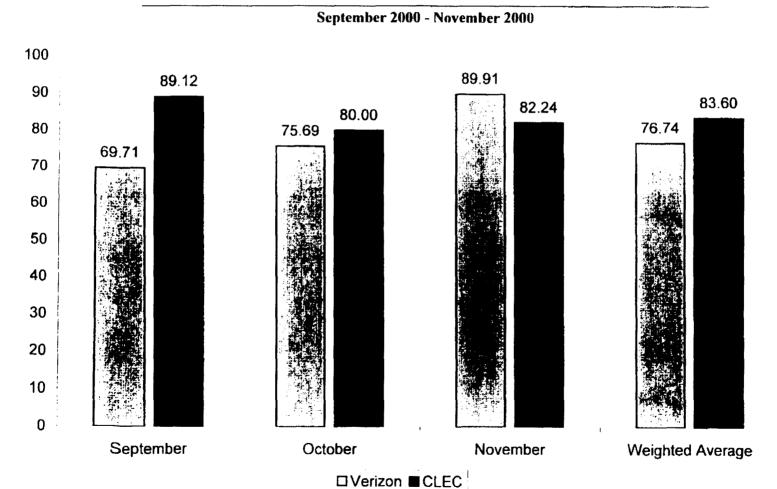
(PR-2-02: Average Interval Completed - Dispatch)



Page 1 of 2

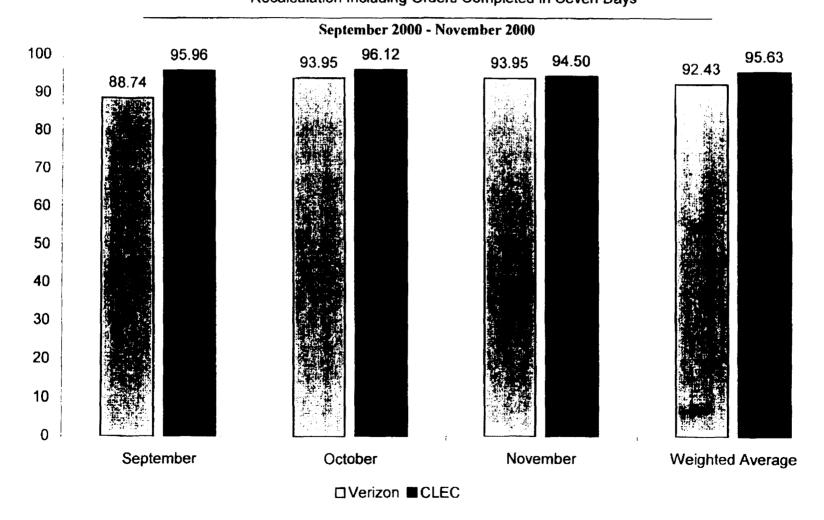
Attachment C
Adjusted Performace on Metric PR-3-10

Recalculation Using New Business Rules and Excluding Strike Impacted Orders





Attachment C
Adjusted Performace on Metric PR-3-10
Recalculation Including Orders Completed in Seven Days

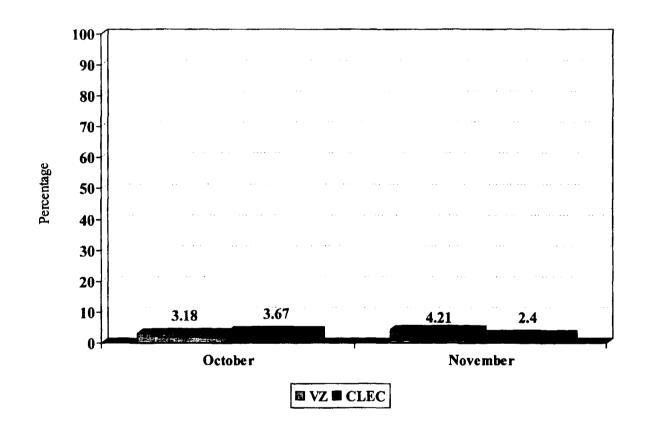




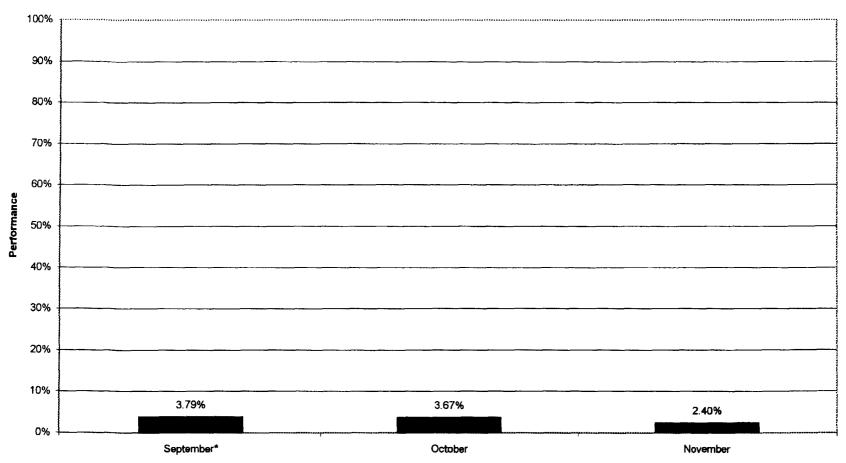
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% MISSED APPOINTMENT - DISPATCH PR-4-04



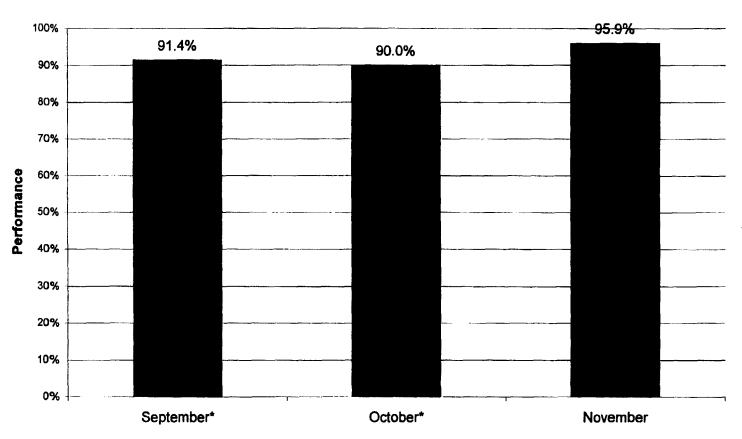




* Strike Adjusted



On-Time Performance For DSL Loops Performance Assurance Plan PR 4-14, PR 4-15, PR 4-16, PR 4-17, PR 4-18** September - November 2000



^{*} Adjusted For Work Stoppage



^{**} See Page Two For Explanation Of Metrics And Calaculation

Explanation Of Metrics And Calculation

In September, October, and November 2000, Verizon has reported four measurements for Percent Completed On Time -- PR-4-14, PR-4-15, PR-4-16, and PR-4-17. These measures are based on different provisioning processes used by different CLECs:

- □ PR-4-14 This metric measures the on time completion rate for DSL orders submitted by CLECs that participate in a facilities test two days prior to the due date. Orders are counted as completed on time only where the Verizon technician is able to reach the CLEC technician and obtain a serial number.
- □ PR-4-15 This metric measures the on time completion rate for the same DSL orders included in PR-4-14. The only difference between PR-4-15 and PR-4-14 is that for purposes of PR-4-15, orders are counted as completed on time where Vertzon's technician completes the installation of the loop on the due date, regardless of whether the technician is able to reach the CLEC technician and obtain a serial number
- □ PR-4-16 This metric measures the on time completion rate for DSL orders submitted by CLECS that DO NOT participate in a facilities test two days prior to the due date, but are capable of performing a cooperative test on the due date. Orders are counted as completed on time only where the Verizon technician is able to reach the CLEC technician and obtain a serial number. None of the orders counted in PR-4-16 are included in any of the other on time completion metrics (PR-4-14, PR-4-15, PR-4-17, or PR-4-18).
- □ PR-4-17 This metric measures the on time completion rate for DSL orders submitted by CLECS that DO NOT participate in a facilities test two days prior to the due date, ARE NOT capable of performing a cooperative test on the due date, but do provide Verizon with a 800 number for contact purposes. Orders are counted as completed on time where Verizon's technician completes the installation of the loop on the due date. None of the orders counted in PR-4-17 are included in any of the other on time completion metrics (PR-4-14, PR-4-15, PR-4-16, or PR-4-18).

(The Carrier-to-Carrier Guidelines also describe a fifth measure -- PR-4-18 -- but no CLECs use the provisioning process described there, so no performance is reported.)

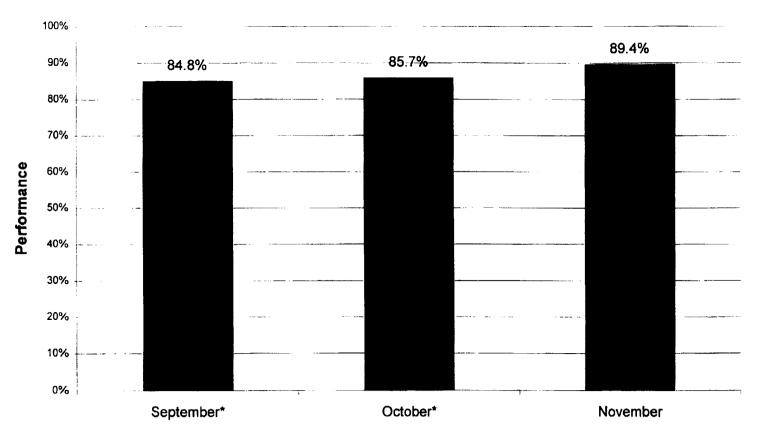
The Carrier-to-Carrier working group has agreed to combine these measures into a single Percent Completed On Time measure for DSL loops, and the New York PSC and Massachusetts DTE have adopted that agreement for future reporting. As a result, Verizon has calculated a combined Percent Completed On Time measure by including the results from PR-4-15, PR-4-16 and PR-4-17. These three metrics include all of the DSL orders completed in any one month. Verizon did not include the results from PR-4-14 in the calculation because all of those orders are already included in PR-4-15 and including them in the calculation would have given those orders a double weighting.

On-Time Performance For DSL Loops Performance Assurance Plan September - November 2000

	September*	October*	<u>November</u>	
Metric	Percent <u>On-Time</u>	Percent On-Time	Percent <u>On-Time</u>	
PR 4-14	88.7%	85.1%	93.0%	
PR 4-15	92.0%	91.8%	96.3%	
PR 4-16	82.9%	83.2%	92.5%	
PR 4-17	96.4%	92.0%	97.6%	
PR 4-18 Composite Performance	0.0%	0.0%	0.0%	
	91.4%	90.0%	95.9%	

^{*} Adjusted For Work Stoppage

On-Time Performance For DSL Loops Carrier To Carrier PR 4-14, PR 4-15, PR 4-16, PR 4-17 ,PR 4-18 September - November 2000



* Adjusted For Work Stoppage

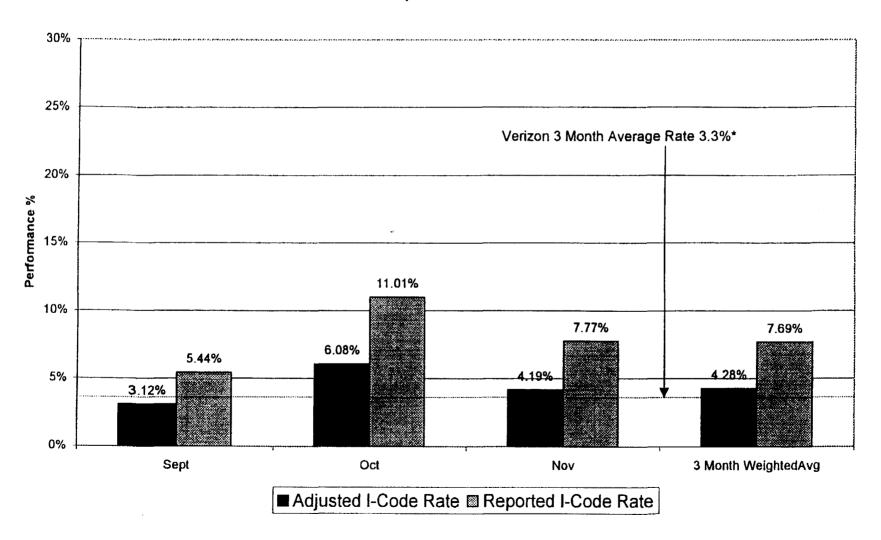


On-Time Performance For DSL Loops Carrier To Carrier September - November 2000

	September*	October*	November
	Percent <u>On-Time</u>	Percent On-Time	Percent <u>On-Time</u>
Metric			
PR 4-14	82.0%	81.2%	85.9%
PR 4-15	85.1%	87.7%	89.0%
PR 4-16	76.7%	77.8%	86.1%
PR 4-17	90.1%	88.5%	91.7%
PR 4-18	0.0%	0.0%	0.0%
Composite Performance	84.8%	85.7%	89.4%

^{*} Adjusted For Work Stoppage

I-Code Rate Comparison Adjusted For Acceptance Testing Issues Sept-Nov 2000





Massachusetts I-Code Study Adjusted For Acceptance Testing Issues September - November 2000

	September	October	<u>November</u>	<u>Total</u>	
Installation Orders	3014	2007	1338	6359	
Total Installation Troubles	164	221	104	489	
Installation Troubles With Acceptance Testing Issues	70	99	48	217	
Remaining Installation Troubles	94	122	56	272	
Reported I Code Rate (PR 6-01)	5.44%	11.01%	7.77%	7.69%	
Adjusted I Code Rate	3.12%	6.08%	4.19%	4.28%	

